

## HUMAN RESOURCES (HR) (J-1)

### MISSION:

Advises and assists the Corporate Board in building and sustaining an exceptional civilian and military workforce within the Defense Logistics Agency (DLA). The mission entails developing a strategic approach and requisite policies/programs in the areas of NSPS, personnel staffing, employee relations, labor relations, training, executive development, career management, position classification, pay administration, manpower management, performance management, incentive awards, personnel management evaluation, certain worker/family support programs, management information, military personnel, and manpower issues. Manages the DLA Senior Executive Service (SES) Program.

Performs oversight of the provision of services by the DLA Human Resources Center (DHRC) which is comprised of the DLA Human Resources Center-Columbus (DHRC-DC), the DLA Human Resources Center-Department of Defense (DHRC-DD), the DLA Human Resources Center-Injury Compensation Center (DHRC-DI), the DLA Human Resources Center-New Cumberland (DHRC-DN), the Military Personnel and Administrative Office (DHRC-DM), the HR Program Implementation Office (DHRC-DP), the HR Information Systems Office (DHRC-DS), and the DLA Training Center (DHRC-DT).

## HUMAN CAPITAL PROGRAM DEVELOPMENT (J-12)

### MISSION:

The Human Capital Program Development Team develops and furthers human capital strategies and initiatives spanning a wide variety of areas such as workforce planning, talent and capability management, leadership development and management, organizational development and change management to support achievement of DLA Strategic Goals and Objectives.

### FUNCTIONS:

1. Defines problems, identifies relationships, evaluates and determines quality, assesses impacts, and arrives at conclusions through special studies to improve programs and/or influence policy changes that typically involve long-range, highly complex, and often politically sensitive topics.
2. Identifies short- and long-term resource/competency requirements; performs gap analysis including determination of the extent to which requirements are met in present workforce, and the extent to which current resources are likely to be lost through attrition.
3. Develops plans/strategies to address gaps.
4. Develops HR metrics for the DLA HR Balanced Scorecard to be integrated in the DLA Agency-wide Balanced Scorecard.
5. Provides leadership for initiatives designed to transform the HR profession from a transaction-based function to a high-performing, customer-focused function, fully supportive of Agency goals and objectives.
6. Uses an action-oriented approach consisting of several methods to initiate and manage change on a corporate level.
7. Meets with clients to identify workforce needs, gathers data, and defines problems.
8. Develops, administers, and analyzes corporate surveys.

9. Facilitates focus groups, strategic planning sessions, upper management, supervisors, and non-supervisors regularly.
10. Briefs senior level decision makers, upper management, supervisors, and non-supervisors regularly.
11. Meets client needs by attending to both emotionally sensitive issues, as well as business concerns.

## HUMAN RESOURCES LABOR AND EMPLOYEE RELATIONS POLICY (J-13)

### MISSION:

Acts as the staff element of advisors and technical specialists to the HR Director and focal point for key aspects of labor and employee relations. J-13 has responsibility for Agency-wide policy development and interpretation in the areas of labor and employee relations (grievances, conduct and discipline, appeals, and adverse actions). Represents the Agency in relationships with organized groups at the national/international level, and at the local level when warranted. Provides broad policy guidance on all phases of the DLA Labor-Management Relations Program, and represents the Agency on all consultative, review, and decision-making functions. Provides technical advice and assistance on program operations to DLA Headquarters and field activities for assisting in developing a cooperative relationship with labor union officials, and for representing the Agency's interests before the Federal Labor Relations Authority and Federal Service Impasses Panel.

### FUNCTIONS:

1. Evaluates new or modified Office of Personnel Management (OPM) and Department of Defense (DOD) guidance material; determines impact upon Agency programs and resources; recommends changes, expansions, or revisions; and implements short- and long-range strategies according to Agency program policies and objectives.
2. Develops requirements, procedures, plans, and policies for Agency-wide application or implementation. Provides program guidance, oversight, and evaluation.
3. Acts as a staff element providing management advice and technical expertise to the HR Director in the formulation, coordination, and execution of Agency-wide studies, projects, and programs in the areas of labor and employee relations to include grievances, appeals, adverse actions, and conduct and discipline.
4. Provides accurate and timely policy and guidance on areas of responsibility to the DHRCs.
5. Provides quality human resources policy services that are affordable, customer service oriented, and meet the diverse requirements of each serviced organization.

## HUMAN RESOURCES POLICY (J-14)

### MISSION:

Responsibility for the development, interpretation of, and changes to Agency-wide policy in the areas of the National Security Personnel System (NSPS), Senior Executive Service (SES), staffing, classification, pay, and performance management.

### FUNCTIONS:

1. Evaluates new or modified OPM and [DoDDOD](#) guidance material; determines impact upon Agency programs and resources; recommends changes, expansions, or revisions; and implements short- and long-range strategies according to Agency program policies and objectives.
2. Acts as a staff element providing management advice and technical expertise to the HR Director in the formulation, coordination, and execution of Agency-wide studies, projects, and programs in the areas of the National Security Personnel System, Staffing and Recruitment, Classification, Pay, Employee Relations and the Senior Executive Service.
3. Manages the DLA Senior Executive Service program.
4. Serves as Agency representative on OPM or [DoDDOD](#) -wide workgroups.
5. Performs policy functions in coordination with the DHRC Policy and Program office. Provides accurate and timely policy and guidance on areas of responsibility to the DHRC Policy and Program office.
6. Provides quality human resources policy services that are affordable, customer service oriented, and meet the diverse requirements of each serviced organization.

## HUMAN CAPITAL BUSINESS INTEGRATION (J-17)

### MISSION

Integrates into the planning teams for enterprise-wide transformational initiatives such as EBS, eProcurement, Retail Integration and others. Identifies, supports, and coordinates requirements for Human Performance areas of Change Management, Organizational Alignment, and Knowledge Transfer and Training with the responsible elements of J-1.

### FUNCTIONS

1. Provides guidance on HR strategies, policies and procedures to inform approaches.
2. Participates in design and development of change network offering Enterprise Change Management guidance.
3. Provides guidance on Change Management materials, including surveys and focus groups (as needed).
4. Participates in development of Organization Design materials, including OA Proposals (as required).
5. Participates in defining training strategy, policies and procedures to communicate approach.
6. Coordinates with responsible elements of J-1 to provide Subject Matter Expertise on staffing, classification and labor relations.
7. Performs reach back to other parts of J-1 for participation in design and development of jobs including setting position sensitivity, ADP/IT level, creation and classification of position description, creation of PS and other support materials.
8. Coordinates with responsible elements of J-1 to process realignments and reassignments including qualification checks (to include security).
9. Performs reach back to other parts of J-1 responsible for incorporation of organization alignment concepts in training materials.
10. Performs reach back to other elements of J-1 responsible for design and development of the training materials, approval of training materials, provide current EBS training curriculum and course materials, maintenance of EBS training curriculum and course materials.

## DLA HUMAN RESOURCES CENTER (DHRC-D)

### MISSION:

Provides timely and quality enterprise full-service HR and workforce development support to employees of DLA and other DOD Components. DHRC is comprised of the DLA Human Resources Center-Columbus (DHRC-DC), the DLA Human Resources Center-Department of Defense (DHRC-DD), the DLA Human Resources Center-Injury Compensation Center (DHRC-DI), the DLA Human Resources Center-New Cumberland (DHRC-DN), the Military Personnel and Administrative Office (DHRC-DM), the HR Program Implementation Office (DHRC-DP), the HR Information Systems Office (DHRC-DS), and the DLA Training Center (DHRC-DT).

## DLA HUMAN RESOURCES CENTER-COLUMBUS (DHRC-DC)

CUSTOMER TEAM-DSCC (DHRC-DCA)

CUSTOMER TEAM DSCP (DHRC-DCB)

CUSTOMER TEAM DSCR (DHRC-DCC)

CUSTOMER TEAM-DHRC/DHRA/J-6 (DHRC-DCD)

EMPLOYEE BENEFITS TEAM (DHRC-DCE)

OPERATIONS MANAGEMENT TEAM (DHRC-DCP)

## DLA HUMAN RESOURCES CENTER-NEW CUMBERLAND (DHRC-DN)

CUSTOMER TEAM-DDC (DHRC-DNA)

CUSTOMER TEAM-DAPS/DRMS/DLIS (DHRC-DNB)

CUSTOMER TEAM-HQ DESC (DHRC-DNC)

EMPLOYEE BENEFITS TEAM (DHRC-DNE)

OPERATIONS MANAGEMENT OFFICE (DNP)

### MISSION:

Provides timely and quality enterprise full-service HR support to employees of DLA and other DOD Components using the standard DLA servicing model. Services provided include recruitment and staffing, reduction-in-force and the Priority Placement Program counseling and processing, position classification, employee and labor relations, benefits and entitlements program administration, retirement/death counseling, Agency drug testing program administration, and personnel action processing and personnel files maintenance.

### FUNCTIONS:

1. Provides quality HR services that are affordable, customer service oriented, and meets the diverse requirements of each serviced organization.
2. Functions as an advisory arm to its customers, providing guidance and counsel on resolution of the most complex HR issues. Such issues include organizational design; i.e., structuring and resourcing

organizations to meet their mission needs.

3. Processes reduction-in-force and reorganization actions, as well as develops aggressive outplacement programs. Provides policy level guidance and interpretation in these areas to the entire DLA workforce.
4. Participates fully with management in carrying out a labor relations program with the HQ DLA Labor representative.
5. Serves as management's representative in matters with the unions and in the interpretation and administration of applicable negotiated contracts and in resolving complex disputes in labor relations law.
6. Provides guidance and technical expertise in the development and evaluation of a positive management-oriented labor relations program consistent with law and regulations.
7. Meets with clients to identify workforce needs, gather data, and define problems.
8. Ensures accurate customer pay.
9. Ensures the attraction of a quality, diverse workforce to ensure accomplishment of the Agency mission.
10. Ensures prompt, accurate, and legal and regulatory compliant internal and external recruitment, merit promotion, reorganization, reduction-in-force, position classification, maintenance of personnel systems/data bases, internal and external reports, HR metrics and trend analysis, drug testing, documentation of personnel actions, file maintenance, and internal audits/quality control.

DLA HUMAN RESOURCES CENTER-DEPARTMENT OF DEFENSE (DHRC-DD)  
DEFENSE COMMISARY AGENCY TEAM (DHRC-DDC)  
DEPARTMENT OF DEFENSE TEAM (DHRC-DDW)  
DEPARTMENT OF DEFENSE EDUCATION ACTIVITY TEAM (DHRC-DDE)  
OPERATIONS MANAGEMENT TEAM (DHRC-DDP)

#### MISSION:

Provides timely and quality HR support to non-DLA customers serviced by DLA not using the standard servicing model. Services provided include all HR transactional services, and, under separately negotiated arrangements, may include position classification, recruitment/placement, employee and labor relations, and benefits to include retirement/death counseling, Agency drug testing program administration, and strategic planning.

#### FUNCTIONS:

1. Provides quality HR services that are affordable and customer oriented, and meets the diverse requirements of each serviced organization.
2. Functions as an advisory arm to its customers, providing guidance and counsel on resolution of the most complex HR issues.
3. Processes reduction-in-force and reorganization actions, as well as develops aggressive outplacement programs. Provides policy level guidance and interpretation in these areas to the applicable workforce.
4. Ensures prompt, accurate, legally and regulatory compliant internal and external recruitment, merit promotion, reorganization, reduction-in-force, internal and external reports, HR metrics and trend

- analysis, documentation of personnel actions, file maintenance, and internal audits/quality control.
5. Meets with clients to identify workforce needs, gathers data, and defines problems.
  6. Evaluates new or modified OPM and DOD guidance material, determines impact upon service population programs and resources, recommends changes, expansions or revisions, and implements short- and long-range strategies according to program policies and objectives.
  7. Ensures accurate customer pay.
  8. Ensures the attraction of a quality, diverse workforce to ensure accomplishment of the Agency mission.
  9. Ensures prompt, accurate, and legal and regulatory compliant internal and external recruitment, merit promotion, reorganization, reduction-in-force, position classification, maintenance of personnel systems/data bases, internal and external reports, HR metrics and trend analysis, documentation of personnel actions, file maintenance, and internal audits/quality control.

## INJURY COMPENSATION CENTER (DHRC-DI)

### MISSION:

Administers the Federal Employees Compensation Act (FECA), ensuring that employees who are injured while on duty receive all benefits to which he/she is entitled while efficiently and effectively managing workers' compensation processes and costs.

### FUNCTIONS:

1. Ensures that employees injured on-the-job receive proper medical treatment, compensation, and benefits under the FECA.
2. Manages the Agency's workers' compensation bill, reflecting sound management, and fiscal practices with emphasis on minimizing costs of the program while maximizing consistent benefits within applicable law and regulation.
3. Validates proper ownership of all workers' compensation claims that are being charged back to the Agency to ensure proper accountability.
4. Provides guidance and technical expertise to managers/supervisors and injured workforce. Advises claimants on rights and responsibilities of the program and assists in their return to the workplace.
5. Provides work-related injury claim review and processing, ensuring that claims received are submitted to the Department of Labor in a timely manner.
6. Provides active case management to both new and long-term work-related injury claims by tracking claimant's medical status, maintaining frequent contact, requesting up-to-date medical documentation, and serving as a liaison between the claimant and the Office of Workers' Compensation programs.
7. Provides training to supervisors and employees on process, procedures, and entitlements of the FECA.

## MILITARY PERSONNEL AND ADMINISTRATION (DHRC-DM)

### MISSION:

Provides the technical staff expertise for management of military manpower, assignment, and career enhancement for active duty military members of DLA. Serves as the point of contact between DLA and the Military Services for coordination of all military personnel and administrative actions. Ensures compliance by DLA military personnel of applicable Military Service regulations and directives pertaining to evaluation reports, awards and decorations, promotions, classification, training, assignments, limited resource specialties, and the career programs of the Military Departments.

Provides support in the areas of business planning, financial management, and budget formulation for J-1 and the DHRC. Manages the J-1 operating budgets. Develops and coordinates budget planning, formulation, and execution. Serves as liaison with J-8 and J-6 for funding issues and implementation to include IT-43s. Manages the purchase and travel card programs. Manages interservice support agreements from both the supplier and receiver perspective. Develops and implements internal policies and procedures related to the J-1 financial program. Manages the internal management control program.

#### FUNCTIONS:

1. Accountable for Agency-wide management of Military Service spaces and associated military personnel assigned.
2. Manages the DLA nomination process whereby the Military Services provide DLA with the names of prospective replacements, along with copies of their official record briefs. DLA customers verify the acceptance of nominated individuals.
3. Provides all military personnel assigned to DLA the ability to maintain and enhance their professional development by affording the opportunity to attend needed training courses during their tour of duty.
4. Manages all ([DoDDOD](#), Military Services, and DLA) policies and procedures for processing performance reports and the submission of awards and decorations.
5. Prepares budget submissions for DHRC and J-1.
6. Builds, defends, and executes DHRC and J-1 budget.
7. Manages DHRC and J-1 travel card program and [DoDDOD](#) Purchase Card and provides guidance to ensure proper usage of card.
8. Manages DHRC and J-1 Internal Management Control Program to ensure the effectiveness and efficiency of the management control objectives.

#### HUMAN RESOURCES PROGRAM IMPLEMENTATION (DHRC-DP)

##### MISSION:

Serves as the J1 staff element providing management advice and technical expertise to the HR Director to interpret, evaluate, and provide advice on policies, plans, procedures, and requirements in the areas of employment practices, performance management, and worker/family support programs, position classification, position management, pay, hours of duty, leave, travel/relocation, unemployment benefits, awards, and telework.

##### FUNCTIONS:

1. Develops plans and procedures for implementation of agency-wide HR policies. Develops procedures which assures consistency across the DHRC operating HR offices, provides technical

expertise to the HR Director. Provides interpretation to implement and sustain policies.

2. Develops requirements, procedures, and plans, for Agency-wide application or implementation of HR policies. Provides program guidance, oversight, and evaluation of HR policies.
3. Provides accurate and timely policy and guidance on areas of responsibility to the DHRCs.
4. Provides quality HR policy services that are affordable, customer service oriented, and meet the diverse requirements of each serviced organization.
5. Provides policy level guidance and interpretation in reduction-in-force and reorganization actions as well as developing aggressive outplacement programs to the entire DLA workforce.
6. Accomplishes J1 annual reporting requirements in associated functional areas.
7. Maintains one book chapters in assigned functional areas and assures annual review.
8. Manages the DLA Suggestion Program.
9. Manages the DLA Drug Demand Reduction Program.
10. Evaluates new or modified OPM and [DoDDOD](#) guidance material; determines impact upon service population programs and resources; recommends changes, expansions, or revisions; and implements short- and long-range strategies according to program policies and objectives.

## HUMAN RESOURCES INFORMATION SYSTEMS (DHRC-DS)

### MISSION:

DHRC-DS is responsible for the administration of DLA operated human resources systems and websites and affiliated data; and for providing systems guidance and support to the Human Resources Director and other J-1 organizations. The team is responsible for all required functions related to the design, deployment, and administration of Federal, [DoDDOD](#), and DLA human resources systems and websites used by the Human Resources organization and the serviced population. Responsibilities include oversight of maintenance, security controls, data administration, interfaces, user support, testing, and funding. Serves as Program Manager for official [DoDDOD](#) systems program management committees, and acts as the J-1 liaison with DLA technical organizations, [DoDDOD](#) and Federal human resources systems initiatives. Data responsibilities include reporting, system interfaces, and management of Personally Identifiable Information (PII) responsibilities for J-1.

### FUNCTIONS:

1. Serves as the Agency's Civilian/Military Personnel Systems manager.
2. Serves as project manager for new system deployments or major changes to systems.
3. Oversees the J-1 internal and external web sites. Obtains and develops web content, analyzes content for appropriateness, coordinates posting with J-6, and tests changes.
4. Writes user systems guidance for Human Resource applications.
5. Analyzes systems problems, submits problem reports, and monitors correction through completion.
6. Develops statements of work for systems related contracts, and acts as COTR for the administration of contracts as required.
7. Analyzes requests for data, reports, and interfaces; evaluating sources and privacy concerns in order to meet DLA, [DoDDOD](#), and Federal reporting needs. Automates standard reporting requests and determines tool set for providing information.
8. Serves as J-1 Personally Identifiable Information (PII) program manager.
9. Serves as National Security Personnel System (NSPS) Data Administrator expert for the agency.



10. Initiates and/or approves all system change requests; develops concepts and requirements for new personnel automated systems; and develops strategies for obtaining system priorities.
11. Monitors standard personnel processing systems and interfaces to resolve problems and ensure consistent operation. Identifies problem areas and takes corrective action.
12. Serves as the systems focal point for all automated mass transfers of civilian and military personnel to DLA servicing or from DLA servicing. Provides guidance on the preparation for a move, tests methods, and oversees the live Mod-to-Mod (M2M) process.
13. Provides overall IT support to the J-1 community. Serves as poc for hardware and software issues for the J-1/DHRC employees at the HQC, Fort Belvoir.
14. Represents J-1 on all internal and external committees and boards related to automation (CPMS, OSD, J-6).

#### DLA TRAINING CENTER (DHRC-DT)

##### TRAINING (DHRC-DTT)

PROCUREMENT (DHRC-DTTA)

ENVIRONMENTAL, SAFETY, OCCUPATIONAL HEALTH & PROPERTY DISPOSAL (DHRC-DTTE)

FINANCE TEAM (DHRC-DTTF)

PRODUCTION SUPPORT AND MULTIMEDIA (DHRC-DTTM)

ORDER FULFILLMENT (DHRC-DTTO)

DEMAND PLANNING (DHRC-DTTP)

TECHNICAL / QUALITY MANAGEMENT (DHRC-DTTQ)

##### WORKFORCE DEVELOPMENT (DHRC-DTW)

PROGRAM EXECUTION (DHRC-DTWE)

CUSTOMER OPERATIONS (DHRC-DTWF)

LEADERSHIP TRAINING (DHRC-DTWL)

##### CAREER MANAGEMENT (DHRC-DTI)

AVIATION SUPPORT (DHRC-DTIA)

LAND & MARITIME SUPPORT (DHRC-DTIL)

MISSION / OPERATIONS SUPPORT (DHRC-DTIM)

TROOP SUPPORT (DHRC-DTIS)

CORPORATE INTERNS (DHRC-DTN)

#### MISSION:

Ensures that the DLA workforce receives the necessary skills and knowledge required to support attainment of the Agency's strategic goals and objectives. DTC provides centralized workforce development support for all DLA activities and has responsibility for Agency-wide policy development and interpretation for everything related to workforce development.

#### FUNCTIONS:

1. Assists DLA Headquarters and field activity management in the assessment of current and anticipated training needs. Compiles those needs into a corporate training plan. Provides advice/counsel to management and employees regarding skills acquisition, training, retraining, etc.

2. Develops, coordinates, and administers workforce development policies for the Agency.
3. Evaluates proposed legislation, policy, and regulations pertaining to workforce development, prepares impact statements, and coordinates with higher authorities. Represents the Agency in workgroups and committees related to workforce development and career management.
4. Administers short- and long-term contracts for the delivery of training and administrative support services. Exercises small-purchase and micro-purchase authorities. Oversees the execution of these authorities where delegated to parties outside the workforce development function for the sole purpose of purchasing training.
5. Designs, develops, administers, and evaluates career development programs for the Agency. These programs include executive development and supervisory/leadership development. Develops, coordinates, and executes new initiatives to support these programs.
6. Manages the Corporate Intern Program, including but not limited to supervision of interns, irrespective of duty station.
7. Provides for in-house or contractor design, development, delivery, and evaluation of technical courses and non-technical courses that have Agency-wide focus in a manner that provides the most effective and efficient methodology, medium, and cost. Courses developed/delivered in-house meet enterprise definitions of “strategic training.”
8. Develops and publishes schedules of all courses delivered or administered by the DTC, and provides a system for registering students in courses delivered by classroom or distributed learning methods and media.
9. Manages Agency training administration systems to ensure data integrity, and provides comprehensive, reliable reporting of training metrics and training costs.
10. Conducts research and development in new training technologies and leads in the implementation of new technologies where they are shown to be the best value.
11. Cultivates sources for training and develops partnerships with business, industry, and academia, to ensure the workforce has the knowledge-based skills and tools to succeed.